Quarterly Division Award
Administration Department
IT Division

I find it very sad to know that the only way the department I'm nominating knows if they are doing a good job is when "other departments aren't complaining."

We all are faced with difficulties when our computers, phones, etc. aren't functioning properly and get extremely frustrated and want to point the blame somewhere. If we were all to sit back and think about how much we rely on this technology to communicate and do our jobs, we might be more sensitive and understanding when calling our IT Department with our request.

The number of requests our IT Department handles on a daily basis is more than they have bodies for. The unseen tasks each of them does is something a lot of us can't comprehend, let alone understand the language they speak!

In the IT Department there are probably individuals you've never even heard of because they're so behind the scene! Just to mention a few would not do the department justice. They all have expertise and talents that intertwine to make our city function and allow us to be productive and shine!

A few examples just recently were when our department received the new Blackberry phone. Each one of us was set up and functioning within hours. The conversion from GroupWise to Outlook was as flawless as it could be. We were one of the first departments to be converted and the expertise that Tyson brought from his previous employer is invaluable. Once the conversion took place, I was told that the "Client" version that allows for scheduling wouldn't be available for a few more days. I think the sheer panic look in my face gave them the boost needed to track down a "Client" and take whatever time needed to have the scheduling module up and running by morning. This went well into the evening hours after we (including me) checked out of the office at 6pm.

The time frame the IT Department has to service the Mayor, City Manager and/or Assistant City Manager is at best, minutes. Those individuals can't go without cell phones for any length of time. Yea, I understand the position and respect of those positions, but in my eyes that only adds to the pressure these techs must feel. If you haven't had the experience to visit with the Mayor, City Manager or any elected official on a daily basis you couldn't possibly understand how intimidating that situation can be. The pressure and exposure the IT Department are under when making a house call or receiving a call from an elected official couldn't be more unnerving.

It seems to be a stigma that computer techs have no personality and it's no surprise to anyone that at times, our IT Department struggled in the "personality" department. If you get the chance to work with any one of the techs in IT you will notice there's not a bad personality in the bunch. The employees Ken and Rick have added to their department has added to the already talented employees and enhanced the department in ways that everyone's noticing.

I would like to nominate our hard working, seldom recognized IT Department for their patience in dealing with all of us not only City Hall but all of our satellite offices.

Submitted by: DeAnn Varney